

IASC

Discussion of Smoke Complaint Management Procedures

October 14 - 16, 2003

Complaint Resolution Procedures (Discussion Summary)

- ☞ Development of Existing ARB/CAPCOA Complaint Resolution Protocol**
- ☞ What Current Protocol Does**
- ☞ How Current Protocol meets Smoke Complaint Needs**
- ☞ A Few Thoughts on Procedural Improvements for Addressing Smoke Complaints**

Development of Existing Complaint Resolution Protocol

☞ ARB/CAPCOA Protocol

☞ Developed as part of California Environmental Justice Program with Environmental Justice Stakeholders

☞ Primarily intended to address stationary source facility impacts near populated centers -- **smoke addressed generally but not in detail**

What Current Protocol Does

- 🐸 **Receipt of Complaints**
- 🐸 **Investigation of Complaints**
- 🐸 **Outcomes/Remedies to Complaints**
- 🐸 **Feedback to Complainants**

Air District Receipt of Complaints

Protocol Addresses:

- ☞ **Types of complaints received --
phone, written, in person verbal**
- ☞ **After hour acceptance of complaints**
- ☞ **Logging and initial processing of
complaints**

Investigation of Complaints

- **General information collection**
- **Source determination**
- **Observation of situation**
- **Record number of complaints**
- **Assess potential on-going complaints**
- **Sample collection if possible**
- **Assess potential violation**
- **Document investigation**

Investigation of Complaints

Ongoing Complaints

- ☛ all items contained in previous slide
- ☛ enhanced site surveillance
- ☛ enhanced off-hours response
- ☛ site-specific (community) air quality monitoring by local district (possibly with ARB or community assistance), as appropriate
- ☛ conduct other types of air quality sampling, as appropriate

Follow-up on Complaints

- **Seek appropriate mitigation actions**
- **Bring facility back into compliance**
- **Issue Notice(s) to Comply or Notice(s) of Violation**
- **Seek penalties in accordance with statutory criteria**
- **Initiate administrative proceeding to obtain compliance (e.g., order of abatement, permit revision, permit revocation)**
- **Develop follow-up report to complainants**

Possible Procedural Improvements for Smoke Complaints

- ☞ When call received, clarify if a smoke observation is being reported or a complaint is being submitted
- ☞ When call received, determine caller's awareness of land manager smoke contact information – if caller is unaware, provide contact information

Possible Procedural Improvements for Smoke Complaints

If complaint is specified, obtain specific caller information Including:

- ☞ **Date and time of call**
- ☞ **Nature of the situation**
- ☞ **Caller Name**
- ☞ **Address**
- ☞ **Willingness to be contacted by land management agencies -- for follow-up and future smoke notification**
- ☞ **Other???**
- **Phone/Fax**
- **Email**

Does it make sense to develop a standardized complaint logging form?

Possible Procedural Improvements for Smoke Complaints

- ☞ Provide web page information on fires and smoke, such as:
 - ARB and Air District Smoke program links
 - Land manager links
 - Monitoring information links
- ☞ Offer information on health effects and smoke management fact sheets
- ☞ Clarify complaint follow-up procedures for smoke
 - What constitutes legitimate smoke complaint?
 - What constitutes reasonable justification for limiting burning and mitigating smoke impacts?
 - What constitutes a violation?
- ☞ Other??

IASC Membership Thoughts

- Convene IASC Sub-committee on smoke complaint resolution procedures and report back to general membership with suggestions at future meeting?

- Yes ☐

- No ☒

- Other

- Make ARB/CAPCOA Protocol available to all Land and Air Managers http://www.arb.ca.gov/ch/complaint_resolution_protocol_10-03-02.pdf
 - Develop a short white paper on complaint management procedures and share with Air and Land Manager Policy Committee and at a future IASC meeting